

SCVR Minutes

September 11, 2006
Hilton Suites at Lexington Green
Lexington, KY

Members Present

Tammy Lee Allen, Joe Carrico, Ralph Clark, Lisa Durham, Lee Gordon, Doris Haney, Dana Haugsted, Ann Holstein, Nancy Hunter, Rhonda Logsdon, Darrell Mattingly, Acting Chair, Kathryn McGee, John Reisenberg, Terry Shockley, Vicki Staggs, Judith Swim, George Warren, Juanita Westerfield, and Teresa Winkler.

Members Absent

Jane Burnam, John L. Jones, and Ann Mullins.

Staff Present

Wade Bailey, Ralph Clark, Sherri Greer, Holly Hendricks, Allison Jessee, Mike Sanders, Nanci Shelden, Greg Willett, and Mindy Yates.

Guests Present

Tara Eversole, Interpreter, Tom King, Interpreter, Laura Kogut, Captioner, and Kathy Sheppard-Jones.

Darrell Mattingly welcomed everyone to the Council and introductions were made.

Executive Director Update

Ralph Clark began by introducing himself to the Council and expressed his sincere thanks to Darrell Mattingly and the Office of Vocational Rehabilitation (OVR) staff for their hard work. He explained his history with OVR and stated he had been the Executive Director for a short time. He reported that outgoing Executive Director, Beth Smith, was recently promoted to Commissioner of Workforce investment and believes there will be a smooth transition in leadership because Beth and he have the same basic ideas for the agency as a whole. The first thing Ralph would like to focus on in his recent tenure as Executive Director is increasing and improving communication at all levels as well as improve the effectiveness of OVR services through the framework of the strategic plan. Ralph was pleased to finally have a nearly complete working Council that can provide guidance to the agency on legislative issues and policy changes. He emphasized OVR's appreciation of the council and its support and ideas.

Committee Descriptions

Mindy Yates, Allison Jessee, Holly Hendricks, and Darrell Mattingly provided a brief description of the different committees and informed the Council the meetings will be held in the corners of the meeting room. The group broke out into their committees and began their discussions.

Robert's Rules of Order

Priscilla McCowan provided a brief presentation on Robert's Rules of Order.

Program Services Report

Sherri Greer provided a brief description of Program Services. She introduced Wade Bailey and Greg Willett. Both Wade and Greg informed the council about their history and experiences with OVR and their dedication to helping Kentuckians with disabilities find suitable employment. Sherri explained the mission, philosophy, and values of OVR and what they mean, not only to OVR staff, but also to all Kentuckians with disabilities. She stated that Program Services is the larger of two divisions within the agency with 14 districts, 56 field offices, and administrators in the Central Office. Staff serve 120 counties and persons with a variety of disabilities. Sherri finished by providing brief descriptions of the branches within the Division of Program Services and assured that the new members present would be provided with a more in depth description of the branches during the new council member orientation in October.

Consumer Satisfaction Survey

Kathy Shepherd-Jones provided a brief presentation on the Consumer Satisfaction Survey and its results.

Business Meeting

Darrell called the meeting to order.

Nanci Shelden provided the council with a brief explanation of the travel expense forms and regulations.

Approval of Minutes

Motion to approve the minutes as distributed made by Teresa Winkler and seconded by Lee Gordon. Motion passed unanimously.

Chair Report

Darrell Mattingly began by noting he has been very busy this month with the Employer Recognition Nominations and the recent Rehabilitation Services Administration (RSA) visit. He explained to the council that he sat down with two RSA representatives for about an hour and a half felt that the meeting went very well. Once again, Darrell acknowledged the new Executive Director, Ralph Clark and emphasized that he will be outstanding in leading the OVR staff. Darrell also thanked fellow council member George Warren for volunteering to attend the RSA Statewide Rehabilitation Council meeting in Orlando, FL.

Staff Report

Mindy Yates provided the staff report and began by informing the council that the request to compose a letter for the Carl D. Perkins Comprehensive Rehabilitation Center (CDPCRC) to congratulate the graduating class of 2006 was completed. She also explained she will be attending the RSA Statewide Rehabilitation Council meeting in Orlando, FL as well.

CAP, SILC, and Committee Reports

Vicki Staggs provided a brief description of the Client Assistance Program (CAP). The CAP report was located in the council's packet of information. Vicki also informed the council she is putting together a packet of information regarding CAP and its services. Vicki will hand this packet out to the council at the next meeting.

No report from SILC because the SILC representative was not present.

Committee Reports

Consumer Services and Program Evaluation

Darrell provided a brief description about the committee. The group reviewed the current Consumer Satisfaction Survey and noted that it had a response rate of 82.7%. The group did agree that maintaining a shorter survey is the best thing to do. Group suggested that focus groups be conducted in conjunction with the public forums to further investigate issues related to the Consumer Satisfaction Survey.

Staff member, Holly Hendricks, will investigate the logistics of doing this. George expressed concern about the one stops addressing the needs of individuals and whether they are being accessed. Are they accessible and are consumers satisfied with the services they are getting? Group agreed that specific one-stop questions should be added to the Consumer Satisfaction Survey and to the focus

groups. The group will make final recommendations after they have time to review the report.

George asked if perhaps there were areas addressed by the recent RSA visit that should be discussed by this committee. Sherri stated there were no significant observations or issues identified by that visit, as it was more intended as a “meet and greet” than a full evaluation of the program. Darrell added that he felt the RSA visit went well and that it will be discussed in more depth this afternoon during the full meeting.

Group discussed addressing the fact that the largest number of Consumer Satisfaction Survey respondents from any closure category was individuals who had achieved Positive Employment Outcomes. Group discussed ways to identify individuals from the other closure categories through the focus groups and utilize the spare survey money to facilitate.

Group discussed investigating the number of OVR referrals from one-stops AND existing information the one-stops may have already collected regarding consumer satisfaction with their specific services. Staff member, Holly Hendricks will investigate into this information further.

The group agreed to have more discussion regarding potential changes to the survey via email as the survey will be conducted in November and there will not be another SCVR meeting before that time.

Public Awareness, Advocacy, and Legislation Committee (PAL)

The first order of business was the election of a new chair. Teresa Winkler volunteered to be the new chair of the committee. The committee agreed. Discussion quickly turned to what OVR can do to promote public awareness and advocacy. Numerous suggestions were made that involved revamping OVR’s marketing methods. Some of those suggestions were marketing a new brochure that would educate professionals about OVR and its services, using the Internet as a networking tool between agencies, and/or conducting trainings or mini-conferences at different agencies and professional businesses to speak about OVR. Most of the discussion involved the construction of a new OVR brochure that targeted professionals in order to further educate Kentuckians with disabilities and themselves about the many benefits of OVR. **A motion was made by Lee Gordon to focus on improving marketing methods within the agency to target professionals who are not aware of VR and its benefits. Nancy Hunter seconded. Motion carries unanimously.** Discussion about the annual report began with the description of the past annual reports from Mindy Yates. Mindy informed the committee they would be receiving copies of the past three annual reports so they could have the opportunity to critique them. The

committee will have the opportunity to provide input in the design, layout, and what information will go into the annual report.

Policy and Planning Committee

The meeting began by a discussion of the new Substance Abuse Policy, which OVR will be implementing soon. A draft of the policy was distributed to the committee members. Since the committee is new, staff member Allison Jessee, will be e-mailing members the old policy. Committee members will be able to submit comments and questions to Allison via e-mail or phone. The policy should be finalized in mid-October with training to OVR district specialists planned for November.

Discussion turned to the upcoming Visioning Forums. These forums will be conducted in October and November and will be located all over the state. The purpose of the Visioning Forums is to collect input, ideas, and answer questions and/or comments from individuals with disabilities and their communities.

The next order of business involved the selection of a chair, which resulted in the nomination of Terry Shockley who accepted.

The group decided on several issues to discuss in the next upcoming meeting in December. These included Visioning Forum comments, update on Substance Abuse Policy implementation, additional policy changes, and the Strategic Plan.

Interagency Coordinating Committee (ICC)

The last Interagency Coordinating Committee (ICC) meeting was held on August 22, 2006 in Frankfort, KY. The meeting involved a presentation from Claudia Ernhart of the Kentucky Business Leadership Network (KYBLN) and a brief description of each agency's priorities and upcoming events. A new website was developed by Nanci Shelden that will allow member organizations and the public to find dates and activities of interest to advocates for persons with disabilities as well as links to member organization sites.

Old Business

Darrell stated there were a couple of issues he would like to address. The first is to appoint a By-Laws Committee and Darrell suggested George Warren to head up the committee. Terry Shockley and Lee Gordon volunteered to help him with the committee.

The next order of business was the elections. Darrell informed the council the elections were postponed until this meeting due to the fact there were not enough council members to make a decision. **George Warren made the motion that Darrell serve on the council as chair until the spring elections**

in March. Teresa Winkler seconded. Darrell explained this would bring the council into compliance with our by-laws and opened the floor for discussion. **George Warren made the motion that the nominations close and the council accept Darrell as chairperson of SCVR. Winkler seconded. Motion carried unanimously.**

Teresa Winkler made the motion to nominate Lee Gordon as co-chairperson. Terry Shockley seconded. Darrell opened the floor for discussion. No more nominations were made.

Joseph Carrico made the motion that nominations cease and the council elect Lee Gordon as co-chairperson of SCVR. George Warren seconded. Motion passed unanimously.

Tammy Lee Allen made the motion to nominate George Warren for Member at Large. Teresa Winkler seconded. No more nominations were made for Member at Large.

Teresa Winkler made the motion that nominations cease and the council elect George Warren for Member at Large. Tammy Lee Allen seconded. Motion carries unanimously. The Executive Committee now consists of Darrell Mattingly, Chairperson, Lee Gordon, Co-Chair, and George Warren, Member at Large.

New Business

Darrell began the new business portion of the meeting with suggesting the council should recognize the former Executive Director, Beth Smith, and the outstanding job she had done while serving on the council. Darrell opened the floor to any suggestions. **Juanita Westerfield made a motion to present Beth Smith and former SCVR chairperson, Marlene Huff, with a plaque from the council, which would list their years of service. Lee Gordon seconded. Motion carries unanimously.**

Next Meeting Date

December 11, 2006

Location of the next meeting is yet to be determined.

Motion to made by Lee Gordon. No opposition. Meeting adjourned.